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NATIONAL WINDOW FILMS

QUALITY POLICY

National Window Films policy is to provide a quality service that meets, and where possible exceeds, the needs and expectations of all our clients.

To meet this commitment, we recognise the importance of involving all levels of the workforce in the development, management and review of the service levels and service deliver that we provide.

The provision of a quality service is clearly reliant on good leadership and positive management; it is therefore the responsibility of all levels of management to promote quality and continual improvement in all activities that we are involved in.

National Window Films is committed to ensuring sufficient resources in terms of people, financial and equipment is available to ensure that we can provide a quality service. The company is also committed to maintaining and continually improving a quality management system that meets the requirements of ISO 9001:2008.

To assist this;

- We will ensure we confirm clients requirements
- We will ensure all employees are competent to fulfil their role in meeting the objectives of this policy.
- All aspects of contract review will form a key part of the company's management review process.
- We will work closely with our clients and suppliers to ensure an integrated support in our service delivery.
- We will set annual objectives to support our aims and these will be reviewed periodically
- We will measure our performance and seek to continually improve

Martin I Dew

Director
National Window Films

17 July 2009